



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2021 (Data Month: September 2021)

PARTICIPANTS

- **CalFresh:** 346,119 recipients, up 0.59% from last year.
 - 123,678 child recipients (0-18), down 2.26% from last year.
 - 67,441 senior recipients (60+), up 13.01% from last year.
- **CalWORKs:** 36,895 recipients, down 11.32% from last year.
 - 28,867 child recipients (0-18), down 13.14% from last year.
 - Welfare-to-Work: 7,781 participants, up 2.76% from last year.
- **CMS:** 22 CMS recipients, down 8.33% from last year.
- **General Relief:** 2,566 recipients, down 14.95% from last year.
- **Medi-Cal:** 912,435 recipients, up 13.33% from last year.
 - 317,514 child recipients (0-18), up 7.09% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (September 2020-September 2021)
			Previous Month	Previous Year	
CalFresh	196,735	346,119	1.53%	0.59%	496,500
CalWORKs	13,915	36,895	0.26%	-11.32%	54,460
CMS	22	22	-8.33%	-8.33%	86
General Relief	2,562	2,566	0.98%	-14.95%	6,971
Medi-Cal	493,465	912,435	0.87%	13.33%	954,343
Total	706,699	1,298,037	1.03%	8.73%	**1,060,543

*Recipients include 321,176 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	September 2021	FYTD
CalFresh	21,086	56,877
CalWORKs	2,495	6,193
CMS	62	198
General Relief	2,162	5,447
Medi-Cal	9,905	30,108
Total	35,710	98,823

Renewals Generated		
Program	September 2021	FYTD
CalFresh	9,283	25,613
CalWORKs	1,583	4,000
CMS	8	20
General Relief	112	316
Medi-Cal	41,154	116,637
Total	52,140	146,586

Periodic Reports Generated		
Program	September 2021	FYTD
CalFresh	17,353	48,407
CalWORKs	581	1,944
General Relief	1	4
Medi-Cal	10	48
Total	17,945	50,403

Documents Imaged	
September 2021	FYTD
418,678	1,150,065

Tasks Created	
September 2021	FYTD
422,033	1,130,036

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	September 2020	September 2021	Change	FYTD
Total Calls	167,470	137,811	-29,659	396,755
Abandoned	5,939	1,167	-4,772	2,798
Average Wait Time	2:57	0:31	-2:26	0:22

Community Based Organization (CBO)				
Month	September 2020	September 2021	Change	FYTD
Total Calls	5,028	4,314	-714	12,661
Abandoned	94	58	-36	132
Average Wait Time	1:52	0:51	-1:01	0:49

Emails Received	
September 2021	FYTD
4,976	12,352

FAMILY RESOURCE CENTER VISITS

Month	September 2020	September 2021	Change	FYTD
Total Tickets Issued	33,470	38,697	14%	110,272
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for September 2021

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95.96%
- Annual Renewal Timeliness = 99.95%

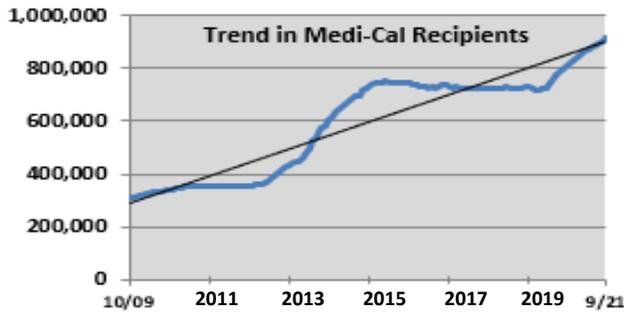
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 95.38%
- Annual Renewal Timeliness = 99.54%

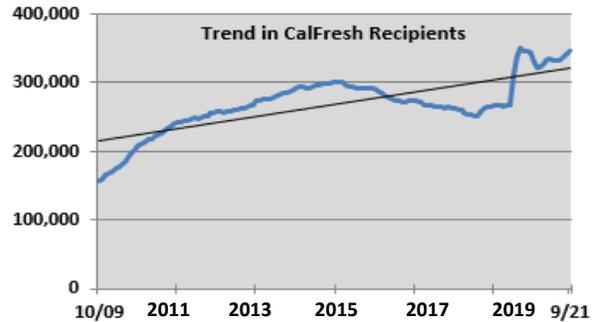
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.84%

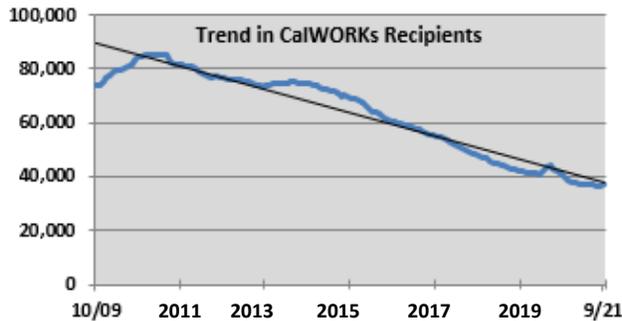
Medi-Cal Recipients		
FY Oct 09	FY Sep 21	194%
309,901	912,435	Increase



CalFresh Recipients		
FY Oct 09	FY Sep 21	120%
157,128	346,119	Increase



CalWORKs Recipients		
FY Oct 09	FY Sep 21	-50%
73,824	36,895	Decrease



General Relief Recipients		
FY Oct 09	FY Sep 21	137%
1,083	2,566	Increase

